

## Human Resource Professionals



Human Resource Professionals perform core business administrative and managerial functions. Their work regularly involves communicating between employees and employers, and deploying training for practices and policies for staff. The utility of the skills required to perform those tasks spans sectors, and Human Resource Managers enjoy a wide degree of transferability, including some upward mobility to executive and managerial roles.

### Skills

Skills are developed through training and experience, and are the practical proficiencies someone possesses. The following are top key skills human resource professionals employ in their work:

1. Active Listening
2. Speaking
3. Judgment and Decision Making
4. Negotiation
5. Social Perceptiveness

### Tasks

Tasks are the assigned duties that an occupational group performs in their daily work. The following are the tasks human resource professionals most regularly encounter:

1. Train personnel to enhance job skills.
2. Administer personnel recruitment or hiring activities.
3. Advise others on legal or regulatory compliance matters.
4. Monitor organizational compliance with regulations.
5. Collect payments for goods or services.

### Technical Knowledge

Technical Knowledge is the understanding of theory and utility of modern tools in a work environment. The following tools are used by human resource professionals regularly:

1. Human resource software
2. Computer based training software
3. Database reporting software
4. Spreadsheet software
5. Document management software

### Abilities

Abilities refer to the innate faculties that allow workers to carry out tasks and activities. The following are the top abilities that human resource professionals possess:

1. Oral Comprehension and Expression
2. Written Comprehension and Expression
3. Inductive and Deductive Reasoning
4. Problem Sensitivity
5. Speech Clarity

# Skills Transferability Matrix

FOCAL's Skills Transferability Matrices analyze the transferability of an occupation across a multitude of other occupations on the basis of similarities in **skills, technical knowledge, tasks,** and **abilities** as outlined by the O\*Net database. It aims to show workers how to leverage their skill set in changing occupations, planning a career path, and transitioning to other industries. It also assists policy makers and educators address changing skill sets and areas of opportunity for workforce entrants in developing industries. Employers can also use this tool in reskilling or upskilling workers to circumvent skills shortages, and reduce the hiring and training challenges.

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Occupations	Skills	Technology	Tasks	Abilities	Total
Professional occupations in advertising, marketing and public relations	91%	81%	21%	93%	71%
Administrative officers	87%	94%	6%	92%	70%
Employment insurance, immigration, border services and revenue officers	90%	53%	31%	89%	66%
Other administrative services managers	83%	78%	0%	93%	63%
Health policy researchers, consultants and program officers	91%	53%	17%	89%	63%
Financial auditors and accountants	87%	67%	9%	83%	61%
Other financial officers	91%	53%	12%	88%	61%
Computer and information systems managers	77%	78%	0%	87%	60%
Purchasing agents and officers	87%	50%	7%	88%	58%
Manufacturing managers	78%	58%	6%	87%	57%
Engineering managers	80%	64%	1%	82%	57%
Managers in social, community and correctional services	82%	44%	5%	93%	56%
Other religious occupations	87%	31%	1%	91%	52%
Senior managers - construction, transportation, production and utilities	64%	56%	0%	77%	49%
Shippers and receivers	61%	31%	0%	65%	39%

After scanning over 2,600 skills, technical competencies, tasks, and abilities of each of the 500 occupations as defined by the National Occupational Classification (NOC) system, a skills transferability matrix for human resource professionals is produced. In the matrix above, a high score is highlighted in green and indicates the high transferability potential of an attribute of an occupation with that of human resource professionals. Lower or no transferability areas are marked in red. Varying degrees of transferability are observed between human resource professionals and roles such as administrative officers, suggesting that the skills and abilities required to perform well in those roles is common regardless of sector. Similarly, human resource professionals share transferable elements with managers across manufacturing, engineering, and among other professional environments. This may suggest that human resource managers have a cumulative skill set that with training, will lead to success in managerial and supervisory roles within organizations.

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